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# **PBH Consumer and Family With Continuous Quality Improvement**

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**CFAC Involvement:**

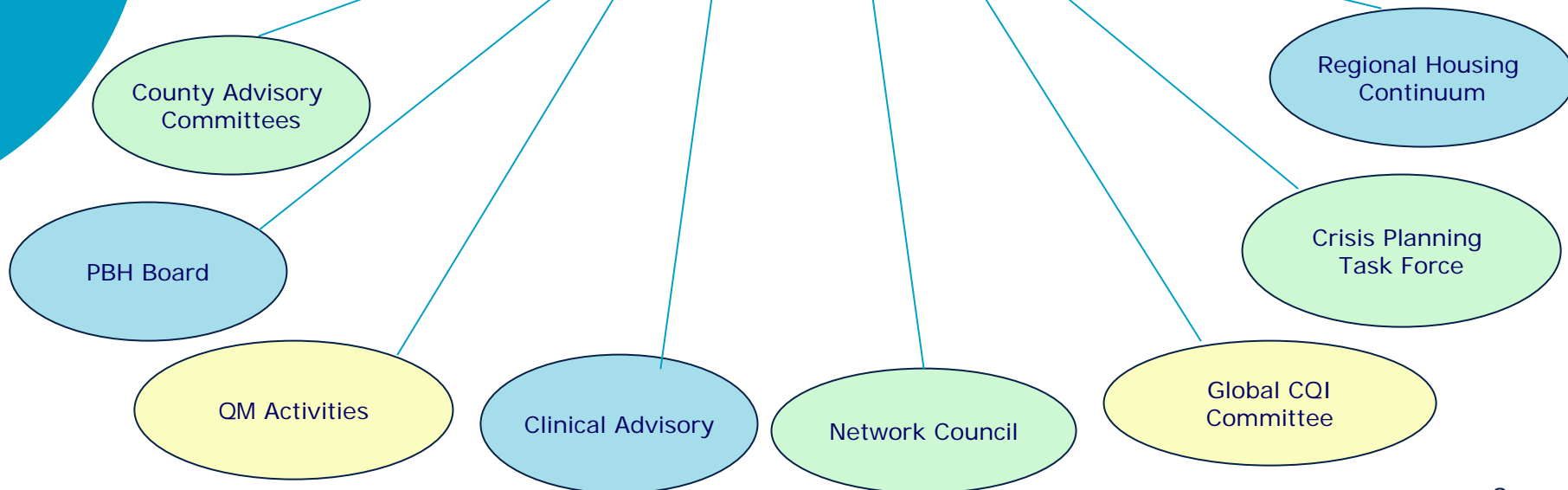
**Oversight**

**Planning**

**Operational Committees Of PBH**

## Office of Consumer Affairs

### CFAC





# CFAC

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1. County Level involvement with stakeholders .
2. Promoting partnerships.
3. Forum for discussion of community needs and provider feedback to LME.

# PBH Board

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1. Local Business Plan.
2. Policy Development.
3. Eyes and Ears of the county with a direct link to the board.

## QM Activities

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1. Gold star Provider Profile
2. Mystery Shopping
3. Consumer Satisfaction Surveys

# Provider Report Card

**PBH :: Provider Search - Microsoft Internet Explorer**


File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print View Source


Address [http://www.pbhcare.org/prov\\_search2.asp?region\\_id=87&srvc\\_def\\_id=60&Submit=Run+Provider+Search](http://www.pbhcare.org/prov_search2.asp?region_id=87&srvc_def_id=60&Submit=Run+Provider+Search) Go Links

**Total Providers for the Current Search: 17**


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<b>Provider Name:</b> Alexander Youth Network, Inc.	<b>Service:</b> RESIDENTIAL TREATMENT <b>Service Area:</b> Stanly	 <b>Preferred</b>
<b>Central Office Location:</b> 6220 Thermal Road Charlotte, NC 28211	<b>Contact Information:</b> Local Referral Phone: Website: Email Address:	
<b>Central Office Phone:</b> 704-366-8712		

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<b>Provider Name:</b> Alpha Omega Health, Inc.	<b>Service:</b> RESIDENTIAL TREATMENT <b>Service Area:</b> Stanly	 <b>Exceptional</b>
<b>Central Office Location:</b> 8025 North Point Boulevard Winston-Salem, NC 27106	<b>Contact Information:</b> Local Referral Phone: Website: Email Address:	
<b>Central Office Phone:</b> 919-844-1008		

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<b>Provider Name:</b> American Childrens Home	<b>Service:</b> RESIDENTIAL TREATMENT <b>Service Area:</b> Stanly	 <b>Routine</b>
<b>Central Office Location:</b> 3844 Cotton Grove Road Lexington, NC 27292	<b>Contact Information:</b> Local Referral Phone: Website: Email Address:	
<b>Central Office Phone:</b> 336-357-2260		

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<b>Provider Name:</b> Bridging to Success, Inc.	<b>Service:</b> RESIDENTIAL TREATMENT <b>Service Area:</b> Stanly	
<b>Central Office Location:</b> 223 West Twelfth Street Charlotte, NC 28244	<b>Contact Information:</b> Local Referral Phone: Website: Email Address:	

Done

Start | 90:1... | N... | P... | I... | P... | P... | P... | M... | R... | 10:13 PM

# Clinical Advisory

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1. Monitor Service utilization as related to practice guidelines.
2. Gaps in services continuum- Crisis Continuum Housing.
3. Development of practice guidelines
4. Review evidence based practices



# Global Continuous Quality Improvement

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1. Development of global quality improvement plan for network as related to service outcomes, health, safety and rights of consumers.
2. Policy development for quality initiatives for provider network.
3. Development of Report Card for Network.
4. Monitor performance, identify barriers, and recommend solutions.

# Network Council

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1. Reviews/ Evaluates performance and service capacity of Network.
2. Identifies areas of improvement.
3. Policy Development for Network Operations.